

EFFECTIVE DATE

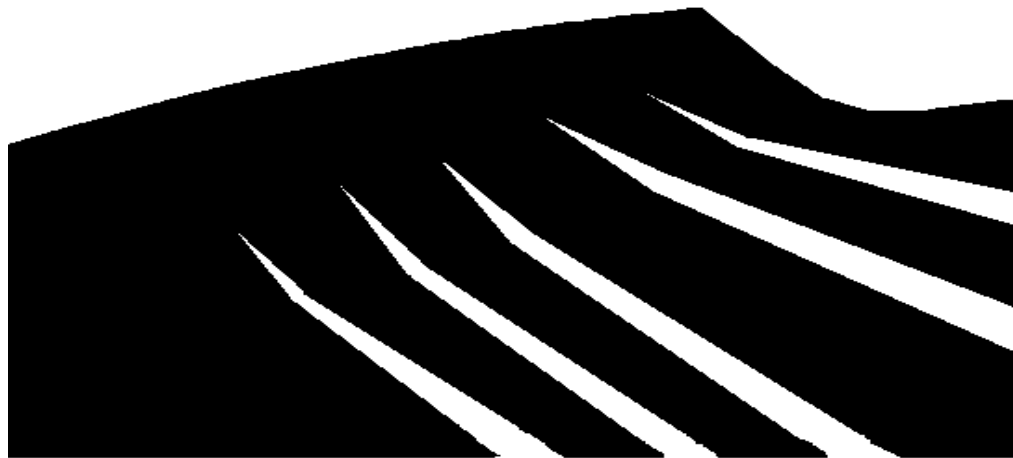
June 2, 1997

LANL-YMP-QP-01.3, R5

Page 1 of 5

## CONFLICT RESOLUTION

### ***LOS ALAMOS QUALITY PROGRAM***



#### APPROVAL FOR RELEASE

M. J. CLEVINGER - PREPARER

Signature on file

DATE

Date on file

M. J. CLEVINGER - QUALITY ASSURANCE PROJECT LEADER

Signature on file

DATE

Date on file

G. Y. BUSSOD - LABORATORY LEAD

Signature on file

DATE

Date on file

**Los Alamos**  
Yucca Mountain Site  
Characterization Project

## HISTORY OF REVISIONS

REVISION NO.	EFFECTIVE DATE	PAGES REVISED	REASON FOR CHANGE
R0	03/04/89	N/A	Initial procedure.
R1	02/11/92	All	Complete rewrite to better clarify process.
R2	01/31/94	All	Minor revision to correct grammatical inconsistencies.
R3	11/03/94	4	Revision to Section 6.2 to provide for closure of documentation as recommended by DOE auditor.
R4	07/16/96	3-5	Minor non-substantive editorial changes.
R5	06/02/97	All	To change quality assurance responsibilities to technical assurance responsibilities and Technical Project Officer to Laboratory Lead.

**Los Alamos**Yucca Mountain Site  
Characterization Project

# CONFLICT RESOLUTION

## 1.0 PURPOSE

This procedure describes the process used to resolve conflicts involving quality assurance program requirements for the Los Alamos National Laboratory (Los Alamos) Yucca Mountain Site Characterization Project (YMP or Project).

## 2.0 SCOPE

- 2.1 This procedure governs all YMP conflicts involving quality assurance program requirements.
- 2.2 This procedure applies to all Los Alamos and Los Alamos subcontractor personnel (hereafter referred to as YMP personnel) who work under the Los Alamos YMP quality assurance program.

## 3.0 REFERENCES

LANL-YMP-QP-17.6, Records Management

## 4.0 DEFINITIONS

N/A

## 5.0 RESPONSIBILITIES

The following personnel are responsible for activities identified in Section 6.0 of this procedure.

- YMP personnel who pursue conflict resolution
- Technical Assurance Project Leader (TAPL)
- Laboratory Lead (LL)

## 6.0 PROCEDURE

The use of this procedure must be controlled as follows:

- If this procedure cannot be implemented as written, YMP personnel should notify appropriate supervision. If it is determined that a portion of the work cannot be accomplished as described in this QP, or would result in an undesirable situation, that portion of the work will be stopped and not resumed until this procedure is modified or replaced by a new document that reflects the current work practice.
- YMP personnel may use copies of this procedure printed from the controlled document electronic file; however, YMP personnel are responsible for assuring that the correct revision of this procedure is used.

- When this procedure becomes obsolete or superseded, it must be destroyed or marked “superseded” to ensure that this document is not used to perform work.

**NOTE:** If an employee is not satisfied with the existing management reporting system or is reluctant to voice concern internally, the employee may call the Office of Civilian Radioactive Waste Management (OCRWM) Concerns Program hotline (1-800-874-5335). Brochures describing this program are available from any member of the technical assurance organization.

## 6.1 Initiating Conflict Resolution

- 6.1.1 **YMP personnel** involved in a conflict may verbally request conflict resolution from the **TAPL**.
- 6.1.2 The **TAPL** arranges a resolution meeting between the YMP personnel involved in the conflict.

## 6.2 Resolving the Conflict

- 6.2.1 The **TAPL** reviews the conflict and proposes a resolution.
  - 6.2.1.1 If the YMP personnel involved in the conflict agree with the proposed resolution, the **TAPL** documents the conflict and the resolution, the initiators sign the document indicating their acceptance, and the **TAPL** prepares and submits a records package consisting of the records listed in Section 7.0 in accordance with QP-17.6.
  - 6.2.1.2 If the YMP personnel involved in the conflict disagree with the proposed resolution, the **TAPL** arranges a resolution meeting between the **TAPL**, YMP personnel and the **LL**. The **LL** meets with the YMP personnel and proposes a resolution.
    - a. If the YMP personnel involved in the conflict agree with the proposed resolution, the **TAPL** documents the conflict and the resolution, the YMP personnel sign the document indicating their acceptance, and the **TAPL** prepares and submits a records package consisting of the records listed in Section 7.0 in accordance with QP-17.6.

**OR**

- b. If the YMP personnel involved in the conflict disagree with the proposed resolution, the **TAPL** documents the conflict and management resolution. The **TAPL** prepares and submits a records package consisting of the records listed in Section 7.0, in accordance with QP-17.6.

- 6.2.1.3 If the initiator disagrees with the LL's resolution, the conflict may be referred to the Director of the Office of Quality Assurance for quality assurance related issues, or to the appropriate Management and Operations or Department of Energy assistant manager for resolution.

**NOTE:** Differences of opinion between the Office of Quality Assurance (OQA) personnel and Los Alamos YMP personnel that cannot be resolved, will be elevated to successive levels of management, respectively, within Los Alamos and OQA for resolution.

## 7.0 RECORDS

The following records generated from this procedure are submitted as a records package.

- Conflict resolution documentation
- Pertinent correspondence related to these documents

## 8.0 TRAINING REQUIREMENTS

- 8.1 Personnel required to be trained to this procedure are YMP personnel who perform work identified in Section 6.0 of this procedure.
- 8.2 Training to this procedure is accomplished as “read only.”

## 9.0 ATTACHMENTS

N/A